

REDACTED – FOR PUBLIC INSPECTION

November 10, 2014

**VIA ECFS**

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

**Re: WC Docket Nos. 10-90 and 14-93 and DA 14-1397; Connect America Fund Phase II  
Census Block Challenge**

Dear Ms. Dortch:

Responding to the Public Notice issued by the Wireline Competition Bureau in the above-identified matter,<sup>1/</sup> Cablevision Systems Corporation (“Cablevision”) hereby submits the attached Form 505 and supporting documentation responding to challenges entered by FairPoint Communications and CenturyLink that 20 census blocks in New Jersey and New York are unserved by Cablevision as an unsubsidized broadband service provider and thus potentially eligible for Connect America Fund (“CAF”) Phase II support. To the contrary, each of the challenged census blocks identified in the attached certification and documentation is actually currently served by Cablevision and therefore ineligible for CAF support under Commission rules.

Both FairPoint and CenturyLink base their challenges to Cablevision-served census blocks solely on an analysis conducted by a third-party vendor, GeoResults, that they say demonstrates that only the ILEC is currently providing telephone service in each identified census block. As demonstrated by the evidence provided by Cablevision, this is not accurate in many locations, where Cablevision is indeed currently providing voice service to one or more active subscribers.

In addition, the ILECs’ analysis ignores the fact that the relevant criteria for determining whether a census block is served by an unsubsidized competitor like Cablevision is whether Cablevision offers and is capable of providing broadband and voice service in the census block, not whether it is currently providing a specific service to any particular customer.

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<sup>1/</sup> *Replies Sought in Connect America Phase II Challenge Process*, Public Notice, DA 14-1397 (Sept. 26, 2014) (“Notice”).

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A claim that no resident of the census block is currently subscribing to Cablevision's voice service is not conclusive of whether the service is currently offered or capable of being provided there – particularly in these rural areas in which the population of the census block is very small.<sup>2/</sup> Neither FairPoint nor CenturyLink submitted any evidence to suggest that Cablevision is not offering or capable of providing broadband and voice service in each of the questioned census blocks.

In fact, Cablevision offers and is capable of providing both broadband Internet service and voice service meeting the Commission's CAF standards in each of the challenged census blocks listed on the attached Form 505. In support of this affirmation, Cablevision attaches the following evidence:

**Exhibit A:** A declaration from a Cablevision official affirming that Cablevision offers and is capable of providing CAF-qualifying broadband and voice services in each census block listed in the Form 505.

**Exhibit B:** Maps of Cablevision plant showing service is available in each of the challenged census blocks.<sup>3/</sup>

**Exhibit C:** Redacted copies of invoices for current or former Cablevision customers in challenged census blocks.<sup>4/</sup>

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<sup>2/</sup> See *id.* at 4, n.19 (“[W]e conclude that low [population] density or high poverty in the blocks . . . could provide a plausible explanation as to why a census block has access to service but no customers have taken advantage of it.”).

<sup>3/</sup> These maps are being submitted on a confidential basis, along with a request that they be withheld from public inspection under the Third Protective Order in WC Docket No. 10-90, *et al.* *Connect America Fund*, Third Protective Order, 27 FCC Rcd 10276 (2012). In addition to showing location of Cablevision aerial and underground network plant, the maps include delineation of the optical receiver boundary for the network, which encloses the area sufficiently close to a network node for Cablevision to typically be able to provide service within a reasonable amount of time without extraordinary effort or cost. For some challenged census blocks where the Cablevision plant was close to the boundary of the block, Cablevision asked mapping and geocoding experts Frontier GeoTek to confirm the location of Cablevision plant in the census block, which it has done on some maps by highlighting the Cablevision plant in the census block in yellow.

<sup>4/</sup> As certified in the declaration in Exhibit A, “Cablevision’s network is constructed in a manner that allows any customer that can obtain video service to also be able to obtain broadband and voice service, upon request.” Thus even invoices that do not show broadband or voice service nevertheless demonstrate that those services are available to that customer. With regard to challenged census blocks where no customer invoice was available, Cablevision is separately submitting a petition for waiver of the requirement that evidence of at least one current or past customer be provided for each census block. The Wireline Competition Bureau previously granted a large number of similar waiver petitions in the first phase of this challenge process, recognizing that low population density provides a reasonable

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**Exhibit D:** Screen shots of Cablevision web-based advertising material and subscription information demonstrating Cablevision meets the speed, usage allowance, latency, and price criteria for the services provided.<sup>5/</sup>

We trust that upon reviewing this supporting documentation the Commission will deny the challenges raised by FairPoint and CenturyLink.

Please contact the undersigned with any questions or need for additional information.

Respectfully submitted,

*/s/ Ernest C. Cooper*

Ernest C. Cooper  
*Counsel for Cablevision Systems Corporation*

Attachments

cc (via e-mail): Gilbert Smith, Wireline Competition Bureau  
Form505@fcc.gov

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explanation for the lack of a current or former customer in very rural areas such as those for which Cablevision submits its waiver petition. *See Notice* at 3-4.

<sup>5/</sup> The Commission should note that neither CenturyLink nor FairPoint presented any evidence that Cablevision fails to meet any of these requirements in the challenged census blocks or elsewhere.

Connect America Phase II Challenge Process Form  
OMB Control Number 3060-1188  
FCC Form 505

Filing Entity: Cablevision Systems Corporation

FRN (if applicable): 0004504254

Name of Person Filling Out Form: Ernest C. Cooper

Mailing Address of Person Filling Out Form: Mintz Levin, 701 Pennsylvania Avenue NW, Washington, DC 20004

Email Address of Person Filling Out Form: [eccooper@mintz.com](mailto:eccooper@mintz.com)

Phone Number of Person Filling Out Form: 202-434-7314

Name of Person Certifying Data within Form: Gregory Buscarino

Mailing Address of Person Certifying Data within Form: Cablevision Systems Corporation, 1111 Stewart Avenue, Bethpage, NY 11714

Email Address of Person Certifying Data within Form: [gbuscari@cablevision.com](mailto:gbuscari@cablevision.com)

Phone Number of Person Certifying Data within Form: 516-803-2300

Served to Unserved Challenge

Census Block 15 Digit FIPS Code	State	Provider Name As Listed in National Broadband Map	Insert X if Speed Criteria Not Met	Insert X if Usage Allowance Criteria Not Met	Insert X if Latency Criteria Not Met	Insert X if Price Criteria Not Met	Insert X if Voice Criteria Not Met	Type of Supporting Evidence	Additional Comments
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Census Block 15 Digit FIPS Code	State	Name of Entity Providing Service	FRN used to File Form 477 (if challenge being filed by the service provider)	Insert an X if you certify that this census block is served by unsubsidized broadband and voice services meeting the Commission's performance and pricing criteria.	Type of Supporting Evidence	Additional Comments
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Response to Challenge

Census Block 15 Digit FIPS Code	State	Name of Entity Making Initial Challenge	FRN of Entity Making Initial Challenge (if provided)	Insert X if Speed Criteria is at Issue	Insert X if Usage Allowance Criteria is at Issue	Insert X if Latency Criteria is at Issue	Insert X if Price Criteria is at Issue	Insert X if Voice Criteria is at Issue	Type of Supporting Evidence	Additional Comments
340373710001008	NJ	CenturyLink						X	Declaration; Plant Map; Customer Invoice; Product Information	
340373710001021	NJ	CenturyLink						X	Declaration; Plant Map; Customer Invoice; Product Information	
340373710001031	NJ	CenturyLink						X	Declaration; Plant Map; Customer Invoice; Product Information	
340373710001064	NJ	CenturyLink						X	Declaration; Plant Map; Customer Invoice; Product Information	
340373710002004	NJ	CenturyLink						X	Declaration; Plant Map; Customer Invoice; Product Information	
340373719001017	NJ	CenturyLink						X	Declaration; Plant Map; Customer Invoice; Product Information	
360210017001075	NY	FairPoint		X	X			X	Declaration; Plant Map; Product Information	Petition for Waiver filed on current or former customer requirement
360210017002039	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Product Information	Petition for Waiver filed on current or former customer requirement
360210017002059	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Product Information	Petition for Waiver filed on current or former customer requirement
360210018001082	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Customer Invoice; Product Information	Petition for Waiver filed on current or former customer requirement
360270900002012	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Customer Invoice; Product Information	
360271000001053	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Customer Invoice; Product Information	
360271000002003	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Customer Invoice; Product Information	
360271000002021	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Customer Invoice; Product Information	
360271200001003	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Customer Invoice	Petition for Waiver filed on current or former customer requirement
360271200002000	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Product Information	Petition for Waiver filed on current or former customer requirement
360271200002042	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Product Information	Petition for Waiver filed on current or former customer requirement
360271200002043	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Product Information	Petition for Waiver filed on current or former customer requirement
360271200002047	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Product Information	Petition for Waiver filed on current or former customer requirement
360271700003008	NY	FairPoint		X	X	X	X	X	Declaration; Plant Map; Customer Invoice; Product Information	

OMB Control Number 3060-1188

<b>Accuracy and Due Diligence Certification</b>
<i>All Filers Must Fill Out</i>
By initialing below, I certify that all statements contained in the attached form are true and accurate to the best of my knowledge, and that I have undertaken due diligence to obtain knowledge regarding these claims.
Certifier's Initials: GB
Date: 10-Nov-14

<b>Notice of Challenge Certification</b>
<i>(Served to Unserved and Unserved to Served Challengers Fill Out One of the Following Blocks - Respondents Do Not Fill Out)</i>
<b>Service of Notice Successful</b>
By initialing below, I certify that notice of this challenge has been served on all interested parties.
Certifier's Initials:
Date:
<b>Service of Notice Unsuccessful</b>
By initialing below I certify that, following a good faith effort, I was unable to serve notice of this challenge on all interested parties due to lack of information regarding the address of such parties.
Name of Party/Parties that Could Not Be Served:
Certifier's Initials:
Date:

The certifications on this page are subject to the penalties for false statements under 18 U.S.C. 1001.

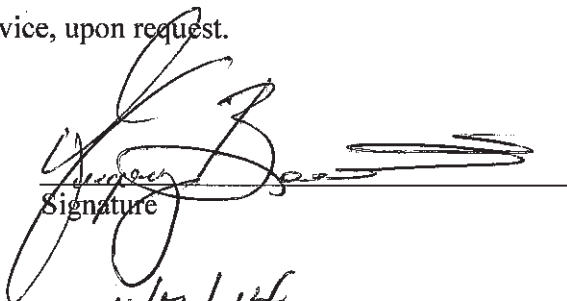


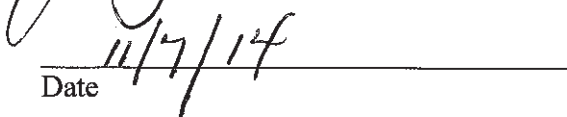
## **EXHIBIT A**

### **Declaration of Company Official Gregory Buscarino**

## DECLARATION

I, Gregory Buscarino, Vice President, Business Planning & Regulatory Product Management, for Cablevision Systems Corporation ("Cablevision"), affirm that to the best of my knowledge, information, and belief Cablevision, through its wholly-owned subsidiary CSC Holdings, LLC, provides broadband and voice services meeting the Federal Communications Commission's Connect America Fund criteria in each of the census blocks identified in Cablevision's Form 505 submission to which this affidavit is attached. To the best of my knowledge, information, and belief, Cablevision in each identified census block: (1) actually offers voice and broadband service; (2) has voice and broadband-capable physical assets in or adjacent to the census block; and (3) is willing and able to provision voice and broadband service to new customers in that census block within seven to ten business days without an extraordinary commitment of resources and without any special construction charge or construction fee to consumers in that block. To the best of my knowledge, information, and belief, Cablevision's network is constructed in a manner that allows any customer that can obtain video service to also be able to obtain broadband and voice service, upon request.

  
Signature

  
Date

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## **EXHIBIT B**

### **Maps of Cablevision Plant in Challenged Census Blocks**

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**All Cablevision plant maps included in Exhibit B have been redacted in their entirety.**

## **EXHIBIT C**

### **Redacted Customer Billing Statements**



A service of Cablevision

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABGEGPPA2#RIVER ROAD  
MONTAGUE NJ 07827

## Bill Payment

## Service for

RIVER RD  
MONTAGUE NJ 07827

## Account Number


## Due Date

## Amount Due

10/15/14


TURN OVER FOR PAYMENT

Page 1 of 4



Instantly makes you smarter,  
faster and in control.

Tune in to Channel 14.



## Account Summary

Account Number	Service for
	RIVER RD MONTAGUE NJ 07827
Billing Period	10/01/14-10/31/14
Includes Payments Received By	09/25/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/15/14	
<b>Total Amount Due</b>	
<b>TOTAL MONTHLY SAVINGS:</b>	

## Account Detail

## Payments

09/15	Credit Card Pymt	
<b>Total Payments</b>		

## TV

10/01 - 10/31	Optimum Value (Includes Basic at \$13.96)	
10/01 - 10/31	2 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
10/01 - 10/31	Surcharge Sports Programming	
<b>Total TV</b>		

## Phone

10/01 - 10/31	Optimum Voice (Includes over 20 features, certain taxes & fees) **Special Optimum Promotion** effective until 09/30/2015.	
10/01 - 10/31	Addl Line(s)	
10/01 - 10/31	Multi-Product Discount Our thanks for being a multi-product customer	
<b>Total Phone</b>		

## Internet

10/01 - 10/31	Optimum Online (Incl FREE unlimited access to Optimum WiFi) **Special Optimum Promotion** effective until 09/30/2015.	
10/01 - 10/31	Optimum Online Additional Modem (Monthly service fee for an additional household modem)	
<b>Total Internet</b>		

## Partial Month Activity

09/16 - 09/30	Optimum Voice	
09/16 - 09/30	Optimum Online	

## Total Partial Month Activity

<b>Tax/Fees/Other Charges</b>		
10/01 - 10/31	TV Sales Tax	

Continued on page 3...

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
 Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

973-293-7474  
 Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum  
 6 Corporate Center Drive, Melville, NY 11747



## Moving?

Let us make it easy. Visit [www.optimum.com/moving](http://www.optimum.com/moving)  
 or call us for special offers for movers.

## Optimum News &amp; Information

Watch hit movies and iconic television series like The Lone Ranger, Charlie's Angels, Magnum P.I., and more in HD on COZI TV. It's available to customers with Broadcast Basic and above on channels 109 and now also 688.

Be sure to add Optimum Channel to your must watch list and stay in the know on information and entertainment highlights right from the convenience of your couch. Whether you want to be an expert at using your Multi-Room DVR, finding WiFi hotspots, or hearing about the newest movies On Demand keep tuning to channel 14 for more.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

It's a busy sports season. Some days, there's more than one game scheduled to air on a network at the same time. When that happens, the extra games are shown on alternate channels. Find game schedules and alternate channel information at [www.optimum.net/thegame](http://www.optimum.net/thegame).

Deals on dining, shopping, travel and entertainment are yours when you get the Optimum Rewards membership card. To get one, simply tune to channel 909 or visit [www.optimumrewards.com/movies](http://www.optimumrewards.com/movies) and learn more. It's one of the many ways we like to thank our customers with all three services. The website [www.optimumrewards.com](http://www.optimumrewards.com) is available in Spanish.

optimum.net



facebook.com/optimum



twitter.com/optimum

Account Number [REDACTED]  
(cont'd)

**Tax/Fees/Other Charges**

10/01 - 10/31	Franchise Fee	[REDACTED]
10/01 - 10/31	State Reg Fee	[REDACTED]
10/01 - 10/31	FCC User Fee	[REDACTED]
10/01 - 10/31	Phone Sales Tax	[REDACTED]
10/01 - 10/31	911 System	[REDACTED]
10/01 - 10/31	Emergency Response Fee	[REDACTED]
10/01 - 10/31	Federal Universal Service Fund	[REDACTED]
<b>Total Tax/Fees/Other Charges</b>		[REDACTED]
<b>Subtotal of Current Charges</b>		[REDACTED]
<b>Remaining Balance</b>		[REDACTED]
<b>Subtotal of Current Charges</b>		[REDACTED]
<b>Total Amount Due</b>		[REDACTED]

You receive a total combined  
[REDACTED] discount as a multi-product  
customer.

## Optimum News & Information



A service of Cablevision

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABGEGAPC6#RIVER RD  
MONTAGUE NJ 07827-

## Bill Payment

## Service for

RIVER F  
MONTAGUE NJ 07827-

## Account Number

## Due Date

## Amount Due

11/05/14

TURN OVER FOR PAYMENT

Page 1 of 2



Instantly makes you smarter,  
faster and in control.

Tune in to Channel 14.



## Account Summary

Account Number	Service for
	RIVER F MONTAGUE NJ 07827-
Billing Period	10/22/14-11/21/14
Includes Payments Received By	10/20/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 11/05/14	
<b>Total Amount Due</b>	
<b>TOTAL MONTHLY SAVINGS:</b>	

## Account Detail

<b>Payments</b>	
10/05	Payment-Thank You
	<b>Total Payments</b>
<b>TV</b>	
10/22 - 11/21	Optimum Preferred (Includes Basic at \$13.96)
10/22 - 11/21	DVR Service (at \$11.95 each)
10/22 - 11/21	2 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)
10/22 - 11/21	Additional Outlet Premium Service Fee
10/22 - 11/21	Surcharge Sports Programming
	<b>Total TV</b>
<b>Phone</b>	
10/22 - 11/21	Optimum Voice (Includes over 20 features, & certain fees)
10/22 - 11/21	Multi-Product Discount Our thanks for being a multi-product customer
	<b>Total Phone</b>
<b>Internet</b>	
10/22 - 11/21	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)
10/22 - 11/21	Smart Router
	<b>Total Internet</b>
<b>Tax/Fees/Other Charges</b>	
10/22 - 11/21	TV Sales Tax
10/22 - 11/21	Franchise Fee
10/22 - 11/21	State Reg Fee
10/22 - 11/21	FCC User Fee
10/22 - 11/21	Phone Sales Tax
10/22 - 11/21	911 System Emergency Response Fee
10/22 - 11/21	Federal Universal Service Fund
	<b>Total Tax/Fees/Other Charges</b>
<b>Subtotal of Current Charges</b>	
<b>Remaining Balance</b>	
<b>Current Charges</b>	
<b>Total Amount Due</b>	

## Customer Service

- Online Products & Support**  
Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)
- Important Phone Numbers**  
973-293-7474  
Service Theft Hotline: 1-800-291-8564
- Written Correspondence**  
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- Moving?**  
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or call us for special offers for movers.

## Optimum News &amp; Information

Hallmark Movie Channel is now Hallmark Movies & Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel. Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

The Hub, channel 120, is now called Discovery Family Channel and will continue to feature a robust lineup of children's shows like My Little Pony, Littlest Pet Shop and Transformers during the day and new family oriented programming in the evening. It's available to customers with Optimum Economy, Optimum Preferred or iO Package and above.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

It's a busy sports season. Some days, there's more than one game scheduled to air on a network at the same time. When that happens, the extra games are shown on alternate channels. Find game schedules and alternate channel information at [www.optimum.net/thegame](http://www.optimum.net/thegame).

optimum.net

 facebook.com/optimum  
 twitter.com/optimum





A service of Cablevision

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABHHGPPA5#[REDACTED]  
CLOVE ROAD  
MONTAGUE NJ 07827-

## Bill Payment

## Service for

[REDACTED] CLOVE RD  
MONTAGUE NJ 07827-

## Account Number

Due Date Amount Due

See Note [REDACTED]

TURN OVER FOR PAYMENT

Page 1 of 2

You've got questions. We've got answers.

Search the Answer Center at [optimum.net/support](http://optimum.net/support) for answers to many common and not so common questions.

## Account Summary

Account Number	Service for
[REDACTED]	[REDACTED] CLOVE RD MONTAGUE NJ 07827-
Billing Period	11/30/13
Includes Payments Received By	11/03/13
Last Bill Balance	[REDACTED]
Payments	[REDACTED]
Remaining Balance	[REDACTED]
Current Charges - Due By See Note	[REDACTED]
Total Amount Due	[REDACTED]

## Account Detail

## Do not pay Credit Balance.

## Partial Month Activity

10/25 - 11/30	Broadcast Basic	[REDACTED]
10/25 - 11/30	Cable Box(es)	[REDACTED]

## Total Partial Month Activity

## Taxes &amp; Fees

10/25 - 11/30	Franchise Fee	[REDACTED]
10/25 - 11/30	State Reg Fee	[REDACTED]
10/25 - 11/30	FCC User Fee	[REDACTED]

## Total Taxes &amp; Fees

Subtotal of Current Charges	[REDACTED]
Remaining Balance	[REDACTED]
Current Charges	[REDACTED]
Total Amount Due	[REDACTED]

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/myaccount](http://www.optimum.net/myaccount)  
 Channel line up, [www.optimum.net/support](http://www.optimum.net/support)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

973-293-7474  
 Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum  
 6 Corporate Center Drive, Melville, NY 11747



## Moving?

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 or call us for special offers for movers.

## Optimum News &amp; Information

We are sorry to lose you as a customer. Our records indicate that your account has a credit balance. If you have returned all equipment provided by Optimum in accordance with our policy, a refund will be sent within 30 days of your final bill to the address you provided when you terminated your service. If you are transferring your service to your new address, your credit balance will be applied to your new account.

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A service of Cablevision

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABIBCAPA9#RIVER ROAD  
MONTAGUE NJ 07827-

## Bill Payment

## Service for

RIVER RD  
MONTAGUE NJ 07827-

## Account Number


## Due Date

## Amount Due

10/15/14


TURN OVER FOR PAYMENT

Page 1 of 2



Instantly makes you smarter,  
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Tune in to Channel 14.



## Account Summary

Account Number	Service for
	RIVER RD MONTAGUE NJ 07827-
Billing Period	10/01/14-10/31/14
Includes Payments Received By	09/25/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/15/14	
<b>Total Amount Due</b>	
<b>TOTAL MONTHLY SAVINGS:</b>	

## Account Detail

## Payments

09/04	Payment-Thank You	
	<b>Total Payments</b>	

## TV

10/01 - 10/31	Optimum Preferred (Includes Basic at \$13.96)	
10/01 - 10/31	3 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
10/01 - 10/31	Additional Outlet Premium Service Fee	
10/01 - 10/31	Additional Outlet Premium Service Fee Discount	
10/01 - 10/31	Surcharge Sports Programming	
	<b>Total TV</b>	

## Phone

10/01 - 10/31	Optimum Voice (Includes over 20 features, & certain fees)	
10/01 - 10/31	Multi-Product Discount Our thanks for being a multi-product customer	
	<b>Total Phone</b>	

## Internet

10/01 - 10/31	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)	
10/01 - 10/31	Smart Router	
	<b>Total Internet</b>	

## Tax/Fees/Other Charges

10/01 - 10/31	TV Sales Tax	
10/01 - 10/31	Franchise Fee	
10/01 - 10/31	State Reg Fee	
10/01 - 10/31	FCC User Fee	
10/01 - 10/31	Phone Sales Tax	
10/01 - 10/31	911 System	
10/01 - 10/31	Emergency Response Fee	
10/01 - 10/31	Federal Universal Service Fund	
	<b>Total Tax/Fees/Other Charges</b>	
	<b>Subtotal of Current Charges</b>	
	<b>Remaining Balance</b>	
	<b>Current Charges</b>	
	<b>Total Amount Due</b>	

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
 Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

973-293-7474  
 Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum  
 6 Corporate Center Drive, Melville, NY 11747



## Moving?

Let us make it easy. Visit [www.optimum.com/moving](http://www.optimum.com/moving)  
 or call us for special offers for movers.

## Optimum News &amp; Information

Watch hit movies and iconic television series like The Lone Ranger, Charlie's Angels, Magnum P.I., and more in HD on COZI TV. It's available to customers with Broadcast Basic and above on channels 109 and now also 688.

Be sure to add Optimum Channel to your must watch list and stay in the know on information and entertainment highlights right from the convenience of your couch. Whether you want to be an expert at using your Multi-Room DVR, finding WiFi hotspots, or hearing about the newest movies On Demand keep tuning to channel 14 for more.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

It's a busy sports season. Some days, there's more than one game scheduled to air on a network at the same time. When that happens, the extra games are shown on alternate channels. Find game schedules and alternate channel information at [www.optimum.net/thegame](http://www.optimum.net/thegame).

Deals on dining, shopping, travel and entertainment are yours when you get the Optimum Rewards membership card. To get one, simply tune to channel 909 or visit [www.optimumrewards.com/movies](http://www.optimumrewards.com/movies) and learn more. It's one of the many ways we like to thank our customers with all three services. The website [www.optimumrewards.com](http://www.optimumrewards.com) is available in Spanish.

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## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABFCHAPE6#NEW MASHIPACONC  
MONTAGUE NJ 07827-

## Bill Payment

## Service for

NEW MASHIPACONC  
MONTAGUE NJ 07827-

## Account Number


## Due Date

## Amount Due

10/22/14


TURN OVER FOR PAYMENT

Page 1 of 2



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## Account Summary

Account Number	Service for
	NEW MASHIPACONC MONTAGUE NJ 07827-
Billing Period	10/08/14-11/07/14
Includes Payments Received By	10/06/14
Last Bill Balance	
Payments	
Remaining Balance - Due Immediately	
Current Charges - Due By 10/22/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

## Account Detail

<b>TV</b>		
10/08 - 11/07	Broadcast Basic	
10/08 - 11/07	DVR Service (at \$11.95 each)	
10/08 - 11/07	2 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
	<b>Total TV</b>	
<b>Internet</b>		
10/08 - 11/07	Optimum Online (Incl FREE unlimited access to Optimum WiFi) **Special Optimum Promotion** effective until 03/07/2015.	
10/08 - 11/07	Smart Router	
	<b>Total Internet</b>	
<b>Tax/Fees/Other Charges</b>		
10/08 - 11/07	TV Sales Tax	
10/08 - 11/07	Franchise Fee	
10/08 - 11/07	State Reg Fee	
10/08 - 11/07	FCC User Fee	
	<b>Total Tax/Fees/Other Charges</b>	
	<b>Subtotal of Current Charges</b>	
	<b>Remaining Balance</b>	
	<b>Current Charges</b>	
	<b>Total Amount Due</b>	

## Customer Service

## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
 Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)

## Important Phone Numbers

973-293-7474  
 Service Theft Hotline: 1-800-291-8564

## Written Correspondence

Optimum  
 6 Corporate Center Drive, Melville, NY 11747

## Moving?

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## Optimum News &amp; Information

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this notice. If not, please remit full payment immediately to continue receiving cable service and to avoid unnecessary fees. Please note that all equipment received at installation is the property of Cablevision and must be returned if service is disconnected.

Hallmark Movie Channel is now Hallmark Movies & Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel. Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

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## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABFDHDP8#NEW MASHIPACONG  
MONTAGUE NJ 07827-

## Bill Payment

## Service for

NEW MASHIPACONG  
MONTAGUE NJ 07827-

## Account Number


## Due Date

## Amount Due

10/15/14


TURN OVER FOR PAYMENT

Page 1 of 2



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## Account Summary

Account Number	Service for
	NEW MASHIPACONG MONTAGUE NJ 07827-
Billing Period	10/01/14-10/31/14
Includes Payments Received By	09/25/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance - Due Immediately	
Current Charges - Due By 10/15/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

## Account Detail

## Payments

08/28	Credit Card Pymt	
	<b>Total Payments</b>	

## TV

10/01 - 10/31	Optimum Preferred Includes Broadcast Basic **Special Optimum Promotion**	
10/01 - 10/31	Sports & Ent Pak	
10/01 - 10/31	DVR Service (at \$11.95 each)	
10/01 - 10/31	3 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
10/01 - 10/31	Additional Outlet Premium Service Fee	
	<b>Total TV</b>	

## Phone

10/01 - 10/31	Optimum Voice (Includes over 20 features, & certain fees) **Special Optimum Promotion**	
	<b>Total Phone</b>	

## Internet

10/01 - 10/31	Optimum Online (Incl FREE unlimited access to Optimum WiFi) **Special Optimum Promotion**	
	<b>Total Internet</b>	

## Tax/Fees/Other Charges

10/01 - 10/31	TV Sales Tax	
10/01 - 10/31	Franchise Fee	
10/01 - 10/31	State Reg Fee	
10/01 - 10/31	FCC User Fee	
10/01 - 10/31	Phone Sales Tax	
10/01 - 10/31	911 System	
10/01 - 10/31	Emergency Response Fee	
10/01 - 10/31	Federal Universal Service Fund	
	<b>Total Tax/Fees/Other Charges</b>	

## Subtotal of Current Charges

Remaining Balance	
Current Charges	
Total Amount Due	

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
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Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

973-293-7474  
Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum  
6 Corporate Center Drive, Melville, NY 11747



## Moving?

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or call us for special offers for movers.

## Optimum News &amp; Information

Your \*\*Special Optimum Promotion\*\* is effective until  
03/31/2015.

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this notice. If not, please remit full payment immediately to continue receiving cable service and to avoid unnecessary fees. Please note that all equipment received at installation is the property of Cablevision and must be returned if service is disconnected.

Watch hit movies and iconic television series like The Lone Ranger, Charlie's Angels, Magnum P.I., and more in HD on COZI TV. It's available to customers with Broadcast Basic and above on channels 109 and now also 688.

Be sure to add Optimum Channel to your must watch list and stay in the know on information and entertainment highlights right from the convenience of your couch. Whether you want to be an expert at using your Multi-Room DVR, finding WiFi hotspots, or hearing about the newest movies On Demand keep tuning to channel 14 for more.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

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## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABGEABPF3#ROUTE 23  
MONTAGUE NJ 07827-

## Bill Payment

## Service for

ROUTE 23  
MONTAGUE NJ 07827-

## Account Number

## Due Date

## Amount Due

10/22/14


TURN OVER FOR PAYMENT

Page 1 of 2



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## Account Summary

Account Number	Service for
	ROUTE 23 MONTAGUE NJ 07827-
Billing Period	10/08/14-11/07/14
Includes Payments Received By	10/06/14
Last Bill Balance	
Payments	
Remaining Balance - Due Immediately	
Current Charges - Due By 10/22/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

## Account Detail

<b>TV</b>		
10/08 - 11/07	Optimum Silver (Includes Basic at \$13.96)	
10/08 - 11/07	Box Discount	
10/08 - 11/07	Special Promotion	
10/08 - 11/07	2 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
10/08 - 11/07	Additional Outlet	
10/08 - 11/07	Premium Service Fee	
10/08 - 11/07	Surcharge	
10/08 - 11/07	Sports Programming	
	<b>Total TV</b>	
<b>Phone</b>		
10/08 - 11/07	Optimum Voice (Includes over 20 features, certain taxes & fees)	
10/08 - 11/07	**Special Optimum Promotion** effective until 08/07/2015.	
10/08 - 11/07	Multi-Product Discount Our thanks for being a multi-product customer	
	<b>Total Phone</b>	
<b>Internet</b>		
10/08 - 11/07	Optimum Online (Incl FREE unlimited access to Optimum WiFi)	
10/08 - 11/07	**Special Optimum Promotion** effective until 08/07/2015.	
10/08 - 11/07	Smart Router	
	<b>Total Internet</b>	
<b>Tax/Fees/Other Charges</b>		
10/08 - 11/07	TV Sales Tax	
10/08 - 11/07	Franchise Fee	
10/08 - 11/07	State Reg Fee	
10/08 - 11/07	FCC User Fee	
10/08 - 11/07	Phone Sales Tax	
10/08 - 11/07	911 System	
10/08 - 11/07	Emergency Response Fee	
10/08 - 11/07	Federal Universal Service Fund	
	<b>Total Tax/Fees/Other Charges</b>	
	<b>Subtotal of Current Charges</b>	
	<b>Remaining Balance</b>	
	<b>Current Charges</b>	
	<b>Total Amount Due</b>	

## Customer Service

	<b>Online Products &amp; Support</b> Online bill pay, <a href="http://www.optimum.net/paybill">www.optimum.net/paybill</a> Channel line up, <a href="http://www.optimum.net/lineups">www.optimum.net/lineups</a> Live chat, <a href="http://www.optimum.net/livechat">www.optimum.net/livechat</a> For help, <a href="http://www.twitter.com/optimumhelp">www.twitter.com/optimumhelp</a> Follow us, <a href="http://www.twitter.com/optimum">www.twitter.com/optimum</a> Like us, <a href="http://www.facebook.com/optimum">www.facebook.com/optimum</a>
	<b>Important Phone Numbers</b> 973-293-7474 Service Theft Hotline: 1-800-291-8564
	<b>Written Correspondence</b> Optimum 6 Corporate Center Drive, Melville, NY 11747
	<b>Moving?</b> Let us make it easy. Visit <a href="http://www.optimum.com/moving">www.optimum.com/moving</a> or call us for special offers for movers.

## Optimum News &amp; Information

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Hallmark Movie Channel is now Hallmark Movies & Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel. Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

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## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGACABEPPB3#ROUTE 23  
MONTAGUE NJ 07827-

## Bill Payment

## Service for

ROUTE 23  
MONTAGUE NJ 07827-

## Account Number


## Due Date

## Amount Due

10/15/14


TURN OVER FOR PAYMENT

Page 1 of 4



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Tune in to Channel 14.



## Account Summary

Account Number	Service for
	ROUTE 23 MONTAGUE NJ 07827-
Billing Period	10/01/14-10/31/14
Includes Payments Received By	09/25/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/15/14	
<b>Total Amount Due</b>	
<b>TOTAL MONTHLY SAVINGS:</b>	

## Account Detail

## Payments

09/16	Credit Card Pymt	
	<b>Total Payments</b>	

## TV

10/01 - 10/31	Optimum Silver Includes Broadcast Basic **Special Optimum Promotion**	
10/01 - 10/31	Multi-Room DVR	
10/01 - 10/31	Multi-Room DVR and Box Discount **Special Optimum Promotion** effective until 06/30/2015.	
10/01 - 10/31	3 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
10/01 - 10/31	Additional Outlet Premium Service Fee	
10/01 - 10/31	Surcharge Sports Programming	
	<b>Total TV</b>	

## Phone

10/01 - 10/31	Optimum Voice (Includes over 20 features, & certain fees) **Special Optimum Promotion**	
	<b>Total Phone</b>	

## Internet

10/01 - 10/31	Optimum Online (Incl FREE unlimited access to Optimum WiFi) **Special Optimum Promotion**	
10/01 - 10/31	Ultra 50 **Special Optimum Promotion**	
	<b>Total Internet</b>	

## Tax/Fees/Other Charges

10/01 - 10/31	TV Sales Tax	
10/01 - 10/31	Franchise Fee	
10/01 - 10/31	State Reg Fee	
10/01 - 10/31	FCC User Fee	
10/01 - 10/31	Phone Sales Tax	
10/01 - 10/31	911 System Emergency Response Fee	

Continued on page 3...

## Customer Service



## Online Products &amp; Support

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 Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

973-293-7474  
 Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum  
 6 Corporate Center Drive, Melville, NY 11747



## Moving?

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 or call us for special offers for movers.

## Optimum News &amp; Information

Your **\*\*Special Optimum Promotion\*\*** is effective until  
 06/30/2016.

**Just a reminder, we have not received your payment.** If  
 you have already paid your bill, kindly disregard this notice.  
 If not, please remit full payment immediately to continue  
 receiving cable service and to avoid unnecessary fees.  
 Please note that all equipment received at installation is the  
 property of Cablevision and must be returned if service is  
 disconnected.

Watch hit movies and iconic television series like The Lone  
 Ranger, Charlie's Angels, Magnum P.I., and more in HD on  
 COZI TV. It's available to customers with Broadcast Basic  
 and above on channels 109 and now also 688.

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 and stay in the know on information and entertainment  
 highlights right from the convenience of your couch.  
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MSG Varsity, where high school champions live. Catch over  
 400 live-streaming games or follow the best coverage with  
 our extensive lineup of original shows. Watch MSG Varsity  
 any time on channel 614, [MSGVarsity.com](http://MSGVarsity.com) or with the  
 MSGVarsity App.

At Optimum we know how important it is to keep our  
 customers informed. You can now receive text messages  
 from us about Optimum service outages and important  
 updates to our products and services. **Just call**  
**\*\*\*OPTIMUM from your mobile phone to sign up.** We will  
 send no more than 3 messages per week, or as needed for  
 outages to the number provided. For help text HELP, text  
 STOP to cancel. Message and data rates may apply.

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Account Number [REDACTED]

(cont'd)

**Tax/Fees/Other Charges**

10/01 - 10/31 Federal Universal  
Service Fund

**Total Tax/Fees/Other Charges**

**Subtotal of Current Charges**

**Remaining Balance**

**Subtotal of Current Charges**

**Total Amount Due**

**Optimum News & Information**

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BETHPAGENY 11714-3581

#### CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABFDPCPA7#  
----- manifest line -----

BIERSKILL ROAD  
MONTAGUE NJ 07827 -



#### Bill Payment

##### Service for

BIERSKILL RD  
MONTAGUE NJ 07827

##### Account Number

##### Due Date

##### Amount Due

See Note

TURN OVER FOR PAYMENT ►►►►►

Page 1 of 2

#### Account Summary

Account Number	Service for
	BIERSKILL RD
	MONTAGUE NJ 07827
Includes Payments	Billing Period
Received By	04/30/08
04/04/08	
	Last Bill Balance
	Payments - Thank You
	Remaining Balance
	Current Charges
	<b>Total Amount Due</b>
	Payment Due By See Note

#### Account Detail

Do not pay Credit Balance.

#### Cable Television/iO

03/29 - 04/30	Partial Month	
03/29 - 04/30	Municipal	
	Franchise Fee	
03/29 - 04/30	State Regulatory	
	Fee	

**Total Cable Television/iO**

**Subtotal of Current Charges**

Remaining Balance

Current Charges

**Total Amount Due**

#### Customer Service

**Important Phone Numbers**  
Contact Cablevision anytime day or night  
973-293-7474  
Service Theft Hotline: 1-800-291-8564

**Online Products & Support**  
www.cablevision.com  
Go to the Website to pay your bill online!

**Written Correspondence**  
Please do not write on this bill. Direct  
all correspondence to: Cablevision  
6 Corporate Center Drive, Melville, NY 11747  
Do not send payments to this address.

**Moving?**  
Let us make it easy, visit us online at  
optimum.com/moving or call us for special offers  
for movers.

#### Optimum News & Information

**Important Subscriber Information on reverse side.**  
Please do not write on this bill.  
Address correspondence to:  
150 Crossways Park Drive  
Woodbury, NY 11797

Customer Service Phone Numbers  
24 hours a day, 7 days a week:  
973-293-7474

We are sorry to lose you as a Cablevision customer. Our records indicate that your account has a credit balance. If you have returned all Cablevision equipment in accordance with our policy, a refund will be sent within 30 days of your final bill to the address you provided when you terminated your Cablevision service. If you are transferring your Cablevision cable service to your new address, your credit balance will be applied to your new account.



www.cablevision.com







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BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHGGABHDFHPC4#BIERSKILL RD  
MONTAGUE NJ 07827-

## Bill Payment

## Service for

BIERSKILL RD  
MONTAGUE NJ 07827-

## Account Number

## Due Date

## Amount Due

## See Note

TURN OVER FOR PAYMENT

Page 1 of 2

You've got questions. We've got answers.

Search the Answer Center at [optimum.net/support](http://optimum.net/support) for answers to many common and not so common questions.

## Account Summary

Account Number	Service for
	BIERSKILL RD MONTAGUE NJ 07827-
Billing Period	02/14/14-02/28/14
Includes Payments Received By	02/25/14
Last Bill Balance	
Payments	
Remaining Balance	
Current Charges - Due By See Note	
Total Amount Due	

## Account Detail

## Do not pay Credit Balance.

## Partial Month Activity

01/05 -03/14	Optimum Preferred	
01/05 -03/14	Cable Box(es)	
01/05 -03/14	Sports Surcharge	
Total Partial Month Activity		

## Tax/Fees/Other Charges

01/05 -03/14	TV Sales Tax	
01/05 -03/14	Franchise Fee	
01/05 -03/14	State Reg Fee	
01/05 -03/14	FCC User Fee	
Total Tax/Fees/Other Charges		

## Subtotal of Current Charges

## Remaining Balance

## Current Charges

## Total Amount Due

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/myaccount](http://www.optimum.net/myaccount)Channel line up, [www.optimum.net/support](http://www.optimum.net/support)Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)

## Important Phone Numbers

973-293-7474

Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum

6 Corporate Center Drive, Melville, NY 11747



## Moving?

Let us make it easy. Visit [www.optimum.com/moving](http://www.optimum.com/moving) or call us for special offers for movers.

## Optimum News &amp; Information

Your \*\*Special Optimum Promotion\*\* is effective until 01/05/2014.

We are sorry to lose you as a customer. Our records indicate that your account has a credit balance. If you have returned all equipment provided by Optimum in accordance with our policy, a refund will be sent within 30 days of your final bill to the address you provided when you terminated your service. If you are transferring your service to your new address, your credit balance will be applied to your new account.

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1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHAGPBFHEPPA6#[REDACTED] HALL HILL RD  
PINE PLAINS NY 12567-

## Bill Payment

## Service for

[REDACTED] HALL HILL RD  
PINE PLAINS NY 12567

## Account Number

Due Date

Amount Due

10/30/14

TURN OVER FOR PAYMENT

Page 1 of 2



## Have questions about your services?

Live chat with us 24/7 at [optimum.net/chat](http://optimum.net/chat)  
or email us at [optimum.net/emailus](mailto:optimum.net/emailus)

## Account Summary

Account Number	Service for
[REDACTED]	[REDACTED] HALL HILL RD PINE PLAINS NY 12567
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	[REDACTED]
Payments - Thank You!	[REDACTED]
Remaining Balance	[REDACTED]
Current Charges - Due By 10/30/14	[REDACTED]
Total Amount Due	[REDACTED]

## Account Detail

## Payments

10/09	Credit Card Pymt	[REDACTED]
Total Payments		[REDACTED]

## Internet

10/16 - 11/15	Optimum Online (Incl FREE unlimited access to Optimum WiFi)	[REDACTED]
Total Internet		[REDACTED]
Subtotal of Current Charges		[REDACTED]
Remaining Balance		[REDACTED]
Current Charges		[REDACTED]
Total Amount Due		[REDACTED]

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)

## Important Phone Numbers

1-800-244-2328  
Service Theft Hotline: 1-800-291-8564

## Written Correspondence

Optimum  
6 Corporate Center Drive, Melville, NY 11747

## Moving?

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or call us for special offers for movers.

## Optimum News &amp; Information

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

**Reward yourself today:** You can become eligible for the Optimum Rewards program simply by having all three services -- it's our way of saying thank you to our loyal customers. Receive exclusive member-only discounts on shopping, dining, bowling, dancing, parks, travel deals and more. Learn more, tune to channel 909 or visit [www.optimumrewards.com/freecard](http://www.optimumrewards.com/freecard). The website is available in Spanish.

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BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHAGPAHDCEPC2#COOPER RD  
MILLERTON NY 12546-

## Bill Payment

## Service for

COOPER RD  
MILLERTON NY 12546-

## Account Number


## Due Date

## Amount Due

10/30/14


TURN OVER FOR PAYMENT

Page 1 of 4



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## Account Summary

Account Number	Service for
	COOPER RD MILLERTON NY 12546-
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance - Due Immediately	
Current Charges - Due By 10/30/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

## Account Detail

## Payments

09/27	Credit Card Pymt	
	<b>Total Payments</b>	

## TV

10/16 - 11/15	Optimum Preferred Includes Broadcast Basic **Special Optimum Promotion**	
10/16 - 11/15	Sports & Ent Pak Multi-Room DVR **Special Optimum Promotion**	
10/16 - 11/15	2 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
10/16 - 11/15	Additional Outlet Premium Service Fee	
10/16 - 11/15	Surcharge Sports Programming	
	<b>Total TV</b>	

## Phone

10/16 - 11/15	Optimum Voice (Includes over 20 features, certain taxes & fees) **Special Optimum Promotion**	
	<b>Total Phone</b>	

## Internet

10/16 - 11/15	Optimum Online (Incl FREE unlimited access to Optimum WiFi) **Special Optimum Promotion**	
10/16 - 11/15	Ultra 50 **Special Optimum Promotion**	
10/16 - 11/15	Smart Router	
	<b>Total Internet</b>	

## Partial Month Activity

09/28 - 10/15	Optimum Gold	
09/28 - 10/15	Optimum Preferred	
09/28 - 10/15	Sports & Ent Pak	
	<b>Total Partial Month Activity</b>	

## Tax/Fees/Other Charges

10/16 - 11/15	TV Taxes and Fees	
10/16 - 11/15	NY Excise Taxes	
10/16 - 11/15	Phone Sales Tax	

Continued on page 3...

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
 Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

1-800-244-2328  
 Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum  
 6 Corporate Center Drive, Melville, NY 11747



## Moving?

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 or call us for special offers for movers.

## Optimum News &amp; Information

**Just a reminder, we have not received your payment.** If you have already paid your bill, kindly disregard this notice. If not, please remit full payment immediately to continue receiving cable service and to avoid unnecessary fees. Please note that all equipment received at installation is the property of Cablevision and must be returned if service is disconnected.

Hallmark Movie Channel is now Hallmark Movies & Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel. Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

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Account Number [REDACTED]

(cont'd)

**Tax/Fees/Other Charges**

10/16 - 11/15	E-911 Fee	[REDACTED]
10/16 - 11/15	Federal Universal Service Fund	[REDACTED]

**Total Tax/Fees/Other Charges**

**Subtotal of Current Charges**

**Remaining Balance**

**Subtotal of Current Charges**

**Total Amount Due**

## Optimum News & Information

Experience for yourself why so many Optimum customers choose Bill Payment at [www.optimum.com/account](http://www.optimum.com/account). Receive email notifications when your bill is ready, set up electronic payments, print statements plus much more all with Online Bill Payment. Save a stamp and go green - sign up today!



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BETHPAGE NY 11714-3581

CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHAGPAIIHBPA6#PO BOX  
MILLERTON NY 12546-

## Bill Payment

## Service for

COOPER RD  
MILLERTON NY 12546

## Account Number

## Due Date

## Amount Due

10/15/14

TURN OVER FOR PAYMENT

Page 1 of 2

Optimum Virtual Receptionist answers your business calls 24/7. Try it, risk-free for one month.

Available to OptimumVoice customers.

optimum.net/business

## Account Summary

Account Number	Service for
	COOPER RD MILLERTON NY 12546
Billing Period	10/01/14-10/31/14
Includes Payments Received By	09/23/14
Last Bill Balance	
Payments	
Remaining Balance - Due Immediately	
Current Charges - Due By 10/15/14	
Total Amount Due	

## Account Detail

## Phone

10/01 - 10/31	Optimum Voice (At \$34.95 per line) (Includes over 20 features, applicable taxes & fees)	
Total Phone		

## Internet

10/01 - 10/31	Optimum Online	
Total Internet		

## Subtotal of Current Charges

Remaining Balance	
Current Charges	
Total Amount Due	

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

For Technical Support, Sales and  
Customer Service  
Please call: 1-866-575-8000



## Written Correspondence

Attn: Commercial Sales  
6 Corporate Center Drive, Melville, NY 11747



## Moving?

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or call us for special offers for movers.

## Optimum News &amp; Information

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The Optimum Business Account Center: Now you can access and manage all your services in one place with an easy to use dashboard, including features like Time of Day Call forwarding and our new users feature to delegate management of your services to multiple people. For a quick tour, go to [www.optimumbusiness.com/ac](http://www.optimumbusiness.com/ac) or to log in with your Optimum ID go to [www.optimum.net/business](http://www.optimum.net/business).

With Optimum WiFi, keep your customers coming back time after time, with fast, free internet access. As an Optimum hotspot, your customers have the flexibility and convenience to check emails, get phone messages and stay connected on their mobile devices, all while saving on mobile data charges.

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## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHAGPBAHEHPC0#BOSTON CORNERS  
MILLERTON NY 12546-

## Bill Payment

## Service for

BOSTON CORNERS  
MILLERTON NY 12546-

## Account Number


## Due Date

## Amount Due

10/15/14


TURN OVER FOR PAYMENT

Page 1 of 2



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## Account Summary

Account Number	Service for
	BOSTON CORNERS MILLERTON NY 12546-
Billing Period	10/01/14-10/31/14
Includes Payments Received By	09/23/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/15/14	
Total Amount Due	
TOTAL MONTHLY SAVINGS:	

## Account Detail

## Payments

09/05	Payment-Thank You	
	<b>Total Payments</b>	

## TV

10/01 - 10/31	Optimum Gold (Includes Basic at \$15.11)	
10/01 - 10/31	DVR Service (At \$11.95 each)	
10/01 - 10/31	3 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
10/01 - 10/31	Additional Outlet Premium Service Fee	
10/01 - 10/31	Surcharge Sports Programming	
	<b>Total TV</b>	

## Phone

10/01 - 10/31	Optimum Voice (Includes over 20 features, certain taxes & fees)	
10/01 - 10/31	Multi-Product Discount Our thanks for being a multi-product customer	
	<b>Total Phone</b>	

## Internet

10/01 - 10/31	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)	
	<b>Total Internet</b>	

## Tax/Fees/Other Charges

10/01 - 10/31	TV Taxes and Fees	
10/01 - 10/31	NY Excise Taxes	
10/01 - 10/31	Phone Sales Tax	
10/01 - 10/31	E-911 Fee	
10/01 - 10/31	Federal Universal Service Fund	
	<b>Total Tax/Fees/Other Charges</b>	

## Subtotal of Current Charges

Remaining Balance	
Current Charges	
Total Amount Due	

You receive a total combined  
discount as a multi-product  
customer.

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
 Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

1-800-244-2328  
 Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum  
 6 Corporate Center Drive, Melville, NY 11747



## Moving?

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 or call us for special offers for movers.

## Optimum News &amp; Information

Watch hit movies and iconic television series like The Lone Ranger, Charlie's Angels, Magnum P.I., and more in HD on COZI TV. It's available to customers with Broadcast Basic and above on channels 109 and now also 688.

Be sure to add Optimum Channel to your must watch list and stay in the know on information and entertainment highlights right from the convenience of your couch. Whether you want to be an expert at using your Multi-Room DVR, finding WiFi hotspots, or hearing about the newest movies On Demand keep tuning to channel 14 for more.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

It's a busy sports season. Some days, there's more than one game scheduled to air on a network at the same time. When that happens, the extra games are shown on alternate channels. Find game schedules and alternate channel information at [www.optimum.net/thegame](http://www.optimum.net/thegame).

Deals on dining, shopping, travel and entertainment are yours when you get the Optimum Rewards membership card. To get one, simply tune to channel 909 or visit [www.optimumrewards.com/movies](http://www.optimumrewards.com/movies) and learn more. It's one of the many ways we like to thank our customers with all three services. The website [www.optimumrewards.com](http://www.optimumrewards.com) is available in Spanish.

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## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHAGPBDABBPA2#BOSTON CORNERS  
MILLERTON NY 12546-

## Bill Payment

## Service for

BOSTON CORNERS  
MILLERTON NY 12546-

## Account Number

## Due Date

## Amount Due

10/15/14\*

TURN OVER FOR PAYMENT

Page 1 of 2



## Have questions about your services?

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or email us at [optimum.net/emailus](mailto:optimum.net/emailus)

## Account Summary

Account Number	Service for
	BOSTON CORNERS MILLERTON NY 12546-
Billing Period	10/01/14-10/31/14
Includes Payments Received By	09/23/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/15/14*	
<b>Total Amount Due</b>	

## Account Detail

## Payments

09/14	Payment-Thank You	
	<b>Total Payments</b>	

## Internet

10/01 - 10/31	Optimum Online (Incl FREE unlimited access to Optimum WiFi)	
	<b>Total Internet</b>	
	<b>Subtotal of Current Charges</b>	
	<b>Remaining Balance</b>	
	<b>Current Charges</b>	
	<b>Total Amount Due</b>	

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
 Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



## Important Phone Numbers

1-800-244-2328  
 Service Theft Hotline: 1-800-291-8564



## Written Correspondence

Optimum  
 6 Corporate Center Drive, Melville, NY 11747



## Moving?

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 or call us for special offers for movers.

## Optimum News &amp; Information

\* Your account is set up to transfer funds electronically, and your monthly charges are paid automatically. The amount withdrawn may vary from the amount on your billing statement if you have made recent changes to your account.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call**

\*\*\***OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.

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## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHAGPAEHPPA4#KAYE RD  
MILLERTON NY 12546-

## Bill Payment

## Service for

KAYE RD  
MILLERTON NY 12546-

## Account Number

## Due Date

## Amount Due

10/30/14

TURN OVER FOR PAYMENT

Page 1 of 2

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## Account Summary

Account Number	Service for
	KAYE RD MILLERTON NY 12546-
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/30/14	
<b>Total Amount Due</b>	
<b>TOTAL MONTHLY SAVINGS:</b>	

## Account Detail

<b>Payments</b>	
09/29	Payment-Thank You
	<b>Total Payments</b>
<b>TV</b>	
10/16 - 11/15	Optimum Value (Includes Basic at \$15.11)
10/16 - 11/15	1 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)
10/16 - 11/15	Surcharge Sports Programming
	<b>Total TV</b>
<b>Phone</b>	
10/16 - 11/15	Optimum Voice (Includes over 20 features, certain taxes & fees)
10/16 - 11/15	Multi-Product Discount Our thanks for being a multi-product customer
	<b>Total Phone</b>
<b>Internet</b>	
10/16 - 11/15	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)
	<b>Total Internet</b>
<b>Tax/Fees/Other Charges</b>	
10/16 - 11/15	TV Taxes and Fees
10/16 - 11/15	NY Excise Taxes
10/16 - 11/15	Phone Sales Tax
10/16 - 11/15	E-911 Fee
10/16 - 11/15	Federal Universal Service Fund
	<b>Total Tax/Fees/Other Charges</b>
<b>Subtotal of Current Charges</b>	
<b>Remaining Balance</b>	
<b>Current Charges</b>	
<b>Total Amount Due</b>	

You receive a total combined  
discount as a multi-product  
customer.

## Customer Service

- Online Products & Support**  
Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)
- Important Phone Numbers**  
1-800-244-2328  
Service Theft Hotline: 1-800-291-8564
- Written Correspondence**  
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- Moving?**  
Let us make it easy. Visit [www.optimum.com/moving](http://www.optimum.com/moving)  
or call us for special offers for movers.

## Optimum News &amp; Information

Hallmark Movie Channel is now Hallmark Movies & Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel. Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

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A service of Cablevision

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHAGPAEHACPB5#BOSTON CORNERS  
MILLERTON NY 12546-

## Bill Payment

## Service for

BOSTON CORNERS  
MILLERTON NY 12546-

## Account Number


## Due Date

## Amount Due

10/30/14


TURN OVER FOR PAYMENT

Page 1 of 2



Instantly makes you smarter,  
faster and in control.

Tune in to Channel 14.



## Account Summary

Account Number	Service for
	BOSTON CORNERS MILLERTON NY 12546-
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	
Payments - Thank You!	
Remaining Balance	
Current Charges - Due By 10/30/14	
<b>Total Amount Due</b>	
<b>TOTAL MONTHLY SAVINGS:</b>	

## Account Detail

## Payments

10/07	Payment-Thank You	
	<b>Total Payments</b>	

## TV

10/16 - 11/15	Optimum Preferred (Includes Basic at \$15.11)	
10/16 - 11/15	1 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)	
10/16 - 11/15	Surcharge Sports Programming	
	<b>Total TV</b>	

## Phone

10/16 - 11/15	Optimum Voice (Includes over 20 features, certain taxes & fees)	
10/16 - 11/15	Multi-Product Discount Our thanks for being a multi-product customer	
	<b>Total Phone</b>	

## Internet

10/16 - 11/15	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)	
	<b>Total Internet</b>	

## Tax/Fees/Other Charges

10/16 - 11/15	TV Taxes and Fees	
10/16 - 11/15	NY Excise Taxes	
10/16 - 11/15	Phone Sales Tax	
10/16 - 11/15	E-911 Fee	
10/16 - 11/15	Federal Universal Service Fund	
	<b>Total Tax/Fees/Other Charges</b>	

## Subtotal of Current Charges

Remaining Balance	
Current Charges	
<b>Total Amount Due</b>	

You receive a total combined  
discount as a multi-product  
customer.

## Customer Service



## Online Products &amp; Support

Online bill pay, [www.optimum.net/paybill](http://www.optimum.net/paybill)  
Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)

## Important Phone Numbers

1-800-244-2328  
Service Theft Hotline: 1-800-291-8564

## Written Correspondence

Optimum  
6 Corporate Center Drive, Melville, NY 11747

## Moving?

Let us make it easy. Visit [www.optimum.com/moving](http://www.optimum.com/moving)  
or call us for special offers for movers.

## Optimum News &amp; Information

Hallmark Movie Channel is now Hallmark Movies &amp; Mysteries and features a mix of programming devoted to the lighter side of the suspense and mystery genre. Watch it on channels 193 and 782. It's available to customers with Optimum Preferred or iO Package and above.

Shalom TV, channel 138, is now Jewish Broadcasting Service (JBS) and continues to feature an array of programming about Jewish life, tradition and Israel. It's available to customers with Optimum Economy, Optimum Value or Family Cable and above.

Nirvana has a new channel. Veria Living, the network dedicated to health and wellness, is now called Z Living. It's available to customers with Optimum Preferred or iO Package and above on channel 164.

MSG Varsity, where high school champions live. Catch over 400 live-streaming games or follow the best coverage with our extensive lineup of original shows. Watch MSG Varsity any time on channel 614, MSGVarsity.com or with the MSGVarsity App.

At Optimum we know how important it is to keep our customers informed. You can now receive text messages from us about Optimum service outages and important updates to our products and services. **Just call \*\*\*OPTIMUM from your mobile phone to sign up.** We will send no more than 3 messages per week, or as needed for outages to the number provided. For help text HELP, text STOP to cancel. Message and data rates may apply.It's a busy sports season. Some days, there's more than one game scheduled to air on a network at the same time. When that happens, the extra games are shown on alternate channels. Find game schedules and alternate channel information at [www.optimum.net/thegame](http://www.optimum.net/thegame).

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A service of Cablevision

1111 STEWART AVENUE  
BETHPAGE NY 11714-3581

## CHANGE SERVICE REQUESTED

#BWNHGYM  
#PGHAGPAPEIPC2#[REDACTED]  
HUNNS LAKE RD  
PINE PLAINS CT 12567-

## Bill Payment

## Service for

[REDACTED] HUNNS LAKE RD  
PINE PLAINS NY 12567-

## Account Number


## Due Date

## Amount Due

10/30/14


TURN OVER FOR PAYMENT

Page 1 of 2



Instantly makes you smarter,  
faster and in control.

Tune in to Channel 14.



## Account Summary

Account Number	Service for
[REDACTED]	[REDACTED] HUNNS LAKE RD PINE PLAINS NY 12567-
Billing Period	10/16/14-11/15/14
Includes Payments Received By	10/09/14
Last Bill Balance	[REDACTED]
Payments - Thank You!	[REDACTED]
Remaining Balance	[REDACTED]
Current Charges - Due By 10/30/14	[REDACTED]
Total Amount Due	[REDACTED]
TOTAL MONTHLY SAVINGS:	[REDACTED]

## Account Detail

<b>Payments</b>	
10/02	Payment-Thank You
	<b>Total Payments</b>
<b>TV</b>	
10/16 - 11/15	Optimum Preferred (Includes Basic at \$15.11)
10/16 - 11/15	HBO
10/16 - 11/15	HBO On Demand
10/16 - 11/15	1 Cable Box(es) (At \$6.71 each and remote(s) at \$0.24 each)
10/16 - 11/15	Surcharge Sports Programming
	<b>Total TV</b>
<b>Internet</b>	
10/16 - 11/15	Optimum Online (Incl \$10 multi-prod discount Plus FREE unlimited access to Optimum WiFi)
	<b>Total Internet</b>
<b>On Demand</b>	
09/18	Fault In Stars
	<b>Total On Demand</b>
<b>Tax/Fees/Other Charges</b>	
10/16 - 11/15	TV Taxes and Fees
	<b>Total Tax/Fees/Other Charges</b>
<b>Subtotal of Current Charges</b>	
<b>Remaining Balance</b>	
<b>Current Charges</b>	
<b>Total Amount Due</b>	

## Customer Service



## Online Products &amp; Support

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 Channel line up, [www.optimum.net/lineups](http://www.optimum.net/lineups)  
 Live chat, [www.optimum.net/livechat](http://www.optimum.net/livechat)  
 For help, [www.twitter.com/optimumhelp](http://www.twitter.com/optimumhelp)  
 Follow us, [www.twitter.com/optimum](http://www.twitter.com/optimum)  
 Like us, [www.facebook.com/optimum](http://www.facebook.com/optimum)



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## **EXHIBIT D**

### **Service Decsriptions**

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How can we help you?

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## Optimum Online® Faster Internet

[Home](#) > [Optimum Online](#) > Why Optimum Online?

Life moves fast and so should your internet. That's why Optimum has internet speeds for every digital lifestyle.

Available only in Optimum service areas

### Why Optimum Online

Want the downloading, streaming and browsing without the waiting?

With Optimum Online, keep up with life in both directions. Get up to 15 Mbps downstream and up to 5 Mbps upstream. Want faster internet? We've got you covered with [Optimum Online Ultra 50](#), [Optimum Online Ultra 75](#) and [Optimum Online Ultra 101](#) for an additional cost. With our speeds you can enjoy the best stuff on the internet – video, music, photos and all your favorite websites faster.

[Order Now](#)




### Pick the speed that's right for you

	Optimum Online	Optimum Online Ultra 50	Optimum Online Ultra 75	Optimum Online Ultra 101
<b>Ideal Users</b>	Everyday web users who rely on the Internet for email, Facebook and browsing	Netflix and Hulu subscribers, serious gamers, Optimum app and WiFi users and Smart TV owners	Data-consuming, streaming fanatics and serious gamers using multiple devices simultaneously	Heavy WiFi users, 4G mobile phone owners, and high-volume streamers who have Netflix, Amazon and Hulu accounts all going at once
<b>Auto Sign-In</b>	Auto Sign-In to Optimum WiFi with up to 5 devices	Auto Sign-In to Optimum WiFi with up to 10 devices	Automatic Sign-In to Optimum WiFi with up to 12 devices	Auto Sign-In to Optimum WiFi with up to 15 devices
<b>Netflix</b>	Top-notch Netflix viewing experiences	Super-fast Netflix speeds and optimal Super HD viewing on your Smart TV	Super-streaming Netflix viewing experience	Instant Netflix loads and prime 3D Netflix viewing



- Keep up with life in both directions. Up to 15 Mbps downstream and up to 5 Mbps upstream.
- Want faster? We've got you covered with Optimum Online Ultra 50 (download speeds up to 50 Mbps and upload speeds up to 25 Mbps), Optimum Online Ultra 75 (download speeds up to 75 Mbps and uploads up to 35 Mbps) and OptimumOnlineUltra101(download speeds up to 101 Mbps and upload speeds up to 35 Mbps),for an additional cost.

[Check out average download and upload times at the different speed levels.](#)

We have the speed you need		Optimum Online	Optimum Online Ultra 50	Optimum Online Ultra 75	Optimum Online Ultra 101
Download / Upload Speed		15 / 5 Mbps	50 / 25 Mbps	75 / 35 Mbps	101 / 35 Mbps
	Download	1.6 sec.	0.5 sec.	0.3 sec.	0.2 sec.
	Upload	4.8 sec.	1 sec.	0.7 sec.	0.7 sec.
	Download	3 sec.	1 sec.	0.5 sec.	0.3 sec.
	Upload	8 sec.	1.6 sec.	1.1 sec.	1.1 sec.
	Download	3.5 min.	64 sec.	43 sec.	31 sec.
	Upload	10.7 min.	2.1 min.	91 sec.	91 sec.

Based on average file size actual download and upload times may vary.

[\\*See speed claim details](#)

[\\*\\*See Optimum Online details](#)

[See Optimum Online Ultra 50 details](#)

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- [Your Privacy](#)
- [Other Optimum Sites](#)
- [Site Index](#)
- [Terms of Service](#)
- [Careers](#)



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[en Español](#)

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## Optimum Voice Smarter Phone

[Home](#) > [Optimum Voice](#) > Why Optimum Voice?

### Optimum Voice. Say hello to a better phone service.

Introducing a voice of reason in the world of complicated phone bills. Optimum Voice gives you unlimited local and long distance calling anytime, to anywhere in the United States, Canada, Puerto Rico and the U.S. Virgin Islands for one low, flat monthly rate.

You also get [over 20 calling features](#) at no extra charge and other advanced features like [Optimum Voice homepage](#), where you can listen to voicemail, search call details, set up calling features, and more, right on your computer. If you are an Optimum TV customer with Optimum Voice, Caller ID will display incoming calls on your television screen\*\*.

With the average monthly phone bill over \$39\*\*\*, Optimum Voice can save you over \$100 your first year alone.

So why wait? Join thousands disconnecting the phone company and switching to Optimum Voice.

[Order Now](#)

### Optimum Voice World Call



Save even more! Worldwide calling anytime, anywhere for just \$19.95 more a month.

[Read more about World Call](#)[Order Now](#)\*See [Optimum Voice pricing details](#)\*\*See [Caller ID on Optimum TV details](#)\*\*\*See [savings details](#)Details: [See Optimum Voice details.](#)

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## Optimum Online® Faster Internet

[Home](#) > [Open Internet Disclosure](#)

### Cablevision's Open Internet Disclosure Statement

The Federal Communications Commission ("FCC") requires that we provide you with the following information regarding Cablevision's mass market retail broadband Internet access services, including information regarding network management practices that Cablevision employs, the performance characteristics of our services, and the commercial terms of our service offerings.

The information provided below is intended for current and prospective subscribers to our services as well as providers of "edge" products (i.e., providers of applications, devices, services, and content accessed over or connected to Cablevision's broadband Internet access service). Cablevision may enter into arrangements to provide Internet service to third party establishments (such as coffee shops, bookstores, hotels, libraries, etc.) who then may offer such service to their customers, guests, or others. Nothing herein is intended to address the network management practices, performance characteristics, or commercial terms that may be adopted by such third party premises operators in connection with their provision of Internet service to others.

The information provided below may be revised from time to time as Cablevision deems appropriate and should be read in conjunction with [Cablevision's Acceptable Use Policy \("AUP"\)](#), [Agreement for Optimum Online](#), [Optimum Online Boost](#), [Optimum Online Ultra 50](#), and [Optimum Online Ultra 101](#), [Agreement for Optimum Online](#), [Optimum Online Boost](#), [Optimum Online Ultra 50](#), and [Optimum Online Ultra 101 for Business](#), and [Optimum WiFi Terms of Use](#).

Note: Beginning July 15, 2013, Cablevision is introducing new Optimum Online service tiers. Performance Characteristic information below reflects the previous service tiers and will be updated to reflect the new service tiers as data becomes available.

#### Network Management

Cablevision's Network and the Management of Our Network

Cablevision manages its network to ensure that all of its Subscribers have a high quality online experience. Cablevision's online network is a bidirectional, shared network, the proper management of which is essential to promote the use and enjoyment of the Internet by all of our Subscribers. The potential for congestion which could adversely affect our network exists when a small number of users in a given neighborhood place an unusually heavy demand on the available network bandwidth. To this end, the FCC permits us to employ "reasonable network management" practices to protect Subscribers from activities that can unreasonably burden our network or cause service degradation, including network congestion and security attacks. Cablevision currently uses a changing variety of reasonable network management techniques including but not limited to (i) utilizing industry-standard Subscriber Traffic Management (STM) technology to temporarily manage upstream and downstream traffic during times of peak congestion in a protocol-agnostic manner; (ii) implementing filtering and spam detection techniques to manage reliable email sources and mitigate spam; and (iii) allocating a fixed maximum amount of bandwidth to non-subscribers for the peer-to-peer upload of Subscriber files (during peak periods only). Cablevision also employs certain automated processes to more evenly distribute the available bandwidth to users. Most Subscribers do not notice any change in their Internet experience as a result of these techniques and practices. Cablevision reserves the right to modify these network management practices in its discretion and in accordance with law.

#### Usage Limits

In addition to managing network usage to ensure that the activity of a small number of Subscribers does not degrade, inhibit, or interfere with the use of the network by others, Cablevision maintains an excessive use policy to address data consumption by Subscribers that is wholly uncharacteristic of a typical user of the Service as determined by the company in its sole discretion. Common activities include numerous or continuous bulk transfers of files and other high capacity traffic using file transfer protocol ("FTP"), peer-to-peer applications, and newsgroups which result in excessive data consumption. More information regarding Cablevision's excessive use policy can be found in Cablevision's [AUP](#).

#### Application Specific Behavior

Cablevision does not block or degrade its Subscribers' ability to access lawful content or services. Moreover, except in the very limited circumstances described in the network management techniques above, Cablevision does not engage in any non-application agnostic techniques even with respect to non-Subscribers. Cablevision reserves the right to employ network management practices to prevent certain harmful or illegal activity such as the distribution of viruses or other malicious code or the transfer of child pornography or other unlawful content.

#### Device Attachment

Information concerning the devices approved for use on the network, and the tiers of our service that they are appropriate for is available by [clicking here](#). In order for a cable modem device to be approved for use on the network, it must pass CableLabs certification, UL certification, FCC certification, and Cablevision device testing covering things like DOCSIS performance, versions, and integration with Cablevision's network and systems. Get more information on [these standards](#) and the [device approval process](#).

#### Managing Traffic on Cablevision's WiFi Network

Cablevision's Optimum WiFi service enables Subscribers to access our Optimum Online Internet access

service using WiFi-equipped wireless devices. Cablevision manages its WiFi network to minimize congestion on that network using certain of the same techniques described above. Cablevision employs STM technology to temporarily manage traffic during times of congestion in a protocol agnostic manner. Cablevision does not use protocol or application based methods to manage its WiFi network.

#### Network and End-User Security

Cablevision reserves the right to protect the integrity of its network and resources by any lawful means it deems appropriate. Cablevision takes steps to protect the security of its network and its Subscribers which include e-mail virus scanning, denying e-mail from certain domains, spam detection techniques, and putting limits on e-mail based on the relevant service. In order to further protect our Subscribers, Cablevision blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a user's information. In addition, in order to protect against Denial of Service (DoS) attacks, Cablevision enforces limits on the number of login, SMTP, DNS, and DHCP transactions per second that Subscribers can send to Cablevision's servers. Cablevision also makes available certain security tools for use by our Subscribers.

Additional information about these tools is available at

[http://optimum.custhelp.com/App/Answers/Detail/4\\_id/2557](http://optimum.custhelp.com/App/Answers/Detail/4_id/2557).

#### Performance Characteristics

##### Service Description

Optimum Online offers residential and commercial customers their choice of a variety of broadband Internet access service tiers, each of which offers varying speeds and features that may affect the suitability of such service for real-time applications. The features, pricing and other commercial terms of our service offerings are modified from time to time and not all packages are available in all areas. Each package is priced to reflect the particular speed and features of that package. Full descriptions of currently available packaging and pricing can be found at [http://optimum.com/pdf/bol\\_ov\\_pricing.pdf](http://optimum.com/pdf/bol_ov_pricing.pdf).

The FCC requires that we disclose information regarding the expected and actual speed and latency of our Internet access service offerings. Optimum provisions its customers' modems and engineers its network to maximize our customers' ability to receive the maximum speed levels for each tier of service. However, Optimum does not guarantee that a customer will achieve those speeds at all times. Like all other ISPs, Optimum advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. The "actual" speed a subscriber experiences may vary based on a number of factors and conditions, many of which are beyond the control of an ISP such as Optimum. These conditions include:

1. The performance of a customer's computer, including its age, memory, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware or viruses has an effect on your computer's ability to communicate with the Internet. Often, increasing the amount of RAM in your computer can have a positive effect on how quickly your computer can communicate with the Internet. You should make sure you are running the most up-to-date operating system your computer can handle (with all available patches installed) to maximize your connection speeds. In addition, Optimum Online offers an Internet security suite at no additional charge to help protect your computer from viruses and adware.
2. Type of connection between a customer's computer and modem. If there is a router between your modem and your computer, the connection speed you experience can often depend on the model and configuration of the router. Certain routers are able to pass data to your computer more quickly than others. For example, wireless routers using the 802.11b protocol are limited to 11 Mbps and, depending on your signal strength, may give you significantly slower connection speeds. Wireless connections also may be subject to greater fluctuations, interference and congestion.
3. The distance packets travel (round trip time of packets) between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.
4. Congestion or high usage levels at the website or destination. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.
5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.
6. The suitability of the cable for the level of service. Some older modems may not be capable of handling higher speeds, based on your level of service. If you believe you may have the incorrect modem for your level of service, please [contact Customer Service](#) for a replacement.

The table below shows Optimum Online's advertised maximum downstream and upstream speeds as compared to the average actual downstream and upstream speeds as of September 2012, for the Optimum Online and Optimum Online Boost Plus levels of service, as reported by the FCC in its "MEASURING BROADBAND AMERICA" report released February 25, 2013 (the "FCC Report"), and as of May 2013 for the Optimum Online Boost level of service (the last month for which statistically significant data is available for public disclosure), using testing consistent with that conducted under the supervision of the FCC:

##### Optimum Online

24 Hour Mon-Sun:

Downstream: Advertised Maximum: 15 Mbps



Average Actual: 126.09% (Percent of Advertised Maximum)

Upstream:     Advertised Maximum: 2 Mbps

Average Actual: 105.63% (Percent of Advertised Maximum)

7pm-11pm Mon-Fri:

Downstream:   Advertised Maximum: 15 Mbps

Average Actual: 119.18% (Percent of Advertised Maximum)

Upstream:     Advertised Maximum: 2 Mbps

Average Actual: 104.45% (Percent of Advertised Maximum)

#### Optimum Online Boost

24 Hour Mon-Sun:

Downstream:   Advertised Maximum: 30 Mbps

Average Actual: 112.00% (Percent of Advertised Maximum)

Upstream:     Advertised Maximum: 5 Mbps

Average Actual: 107% (Percent of Advertised Maximum)

7pm-11pm Mon-Fri:

Downstream:   Advertised Maximum: 30 Mbps

Average Actual: 107% (Percent of Advertised Maximum)

Upstream:     Advertised Maximum: 5 Mbps

Average Actual: 107% (Percent of Advertised Maximum)

#### Optimum Online Boost Plus

24 Hour Mon-Sun:

Downstream:   Advertised Maximum: 50 Mbps

Average Actual: 113.21% (Percent of Advertised Maximum)

Upstream:     Advertised Maximum: 8 Mbps

Average Actual: 101.47% (Percent of Advertised Maximum)

7pm-11pm Mon-Fri:

Downstream:   Advertised Maximum: 50 Mbps

Average Actual: 105.10% (Percent of Advertised Maximum)

Upstream:     Advertised Maximum: 8 Mbps

Average Actual: 100.62% (Percent of Advertised Maximum)

The FCC Report and a description of the study methodology is located at <http://www.fcc.gov/measuring-broadband-america-2012-july>.

Optimum Online customers can check the speed of their current Internet connection using the [Optimum Online Speed Test](#) on Optimum.net (login required), which tests the speeds that they are receiving on Optimum's network. That site also provides tips to aid in optimizing your Internet service. These tests are dependent on a variety of factors, including the customer's home network configuration, modem, and computers, and the time of day, and therefore do not reflect the performance of the Optimum network only.

There are other speed tests that measure Internet performance. Please note, however, that all speed tests have biases and flaws. Each of these tests measures limited aspects of an ISP's speed and therefore must be seen as a guide rather than definitive measurements of performance. To obtain appropriate results, we recommend that you connect to a speed test server located in your geographic area. One such free speed test site is [Speedtest.net](http://Speedtest.net), which will automatically connect you to the closest speedtest.net servers located within the Optimum Online network. Because the speedtest.net server is located within the Optimum Online network, the speeds it reports are expected to be more accurate than other online speed tests.

Latency is another measurement of Internet performance that refers to the time it takes for a packet of data to travel from one designated point to another on a network. Since many communication protocols depend upon an acknowledgement that packets were received successfully, or otherwise involve transmission of data packets back and forth along a path in the network, latency is often measured by round-trip time. Some applications are particularly sensitive to latency, such as some high-definition multiplayer online games. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a

customer's computer and the ultimate Internet destination (as well as the number, variety, and quality of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

The table below shows Optimum Online's average latency during the peak period of 7pm to 11pm Monday through Friday as of September 2012, for the Optimum Online and Optimum Online Boost Plus levels of service as reported by the FCC in its "MEASURING BROADBAND AMERICA" report released February 15, 2013 (the "FCC Report"), and as of May 2013 for the Optimum Online Boost level of service (the last months for which statistically significant data is available for public disclosure), using testing consistent with that conducted under the supervision of the FCC:

- Optimum Online: 12.60 milliseconds
- Optimum Online Boost: 12.52 milliseconds
- Optimum Online Boost Plus: 12.24 milliseconds

The FCC Report and a description of the study methodology is located at <http://www.fcc.gov/measuring-broadband-america.2012.july>.

Optimum Online customers can check the latency of their current Internet connection using the [Optimum Online Speed Test](#) on Optimum.net (login required), which tests the latency that they are receiving on Optimum's network. That site also provides tips to aid in optimizing your Internet service. These tests are dependent on a variety of factors, including the customer's home network configuration, modem, and computers, and the time of day, and therefore do not reflect the performance of the Optimum network only.

#### Impact of Specialized Services

The FCC's "Open Internet" rules distinguish between our mass market retail broadband Internet access services and "specialized services" that share capacity with our broadband Internet access services over our last-mile facilities. Examples of services that share capacity with our broadband Internet access services (but which may also have separate additional bandwidth available to them) include our facilities-based Optimum Voice services and Internet Protocol video offerings. The use of these services, which are not subject to the same rules as our broadband Internet access services, may during times of unusually heavy aggregate usage temporarily affect the last mile capacity and/or slow the performance of your Optimum Online services.

### Commercial Terms

#### Pricing

Optimum Online offers multiple tiers of broadband Internet access service each at a flat monthly rate, without long-term contracts or early termination fees. The current pricing and other terms and conditions of these tiers can be found at [http://optimum.com/pdf/dol\\_ov\\_pricing.pdf](http://optimum.com/pdf/dol_ov_pricing.pdf) or by calling 1-866-218-3259.

An Internet security suite is offered at no additional charge. In addition, all Optimum Online subscribers receive access to Optimum WiFi at no additional charge.

#### Privacy Policy

Cablevision values our Subscribers' privacy and will collect, use and otherwise handle your information in accordance with [Cablevision's Customer Privacy Policy](#).

#### Redress Options

If you have any questions or concerns regarding your Optimum Online service, you may contact customer service in a variety of ways. [Click here](#) for more information. If you are an edge device provider and have questions or issues, you can find additional information <http://www.cv.net/peering.4s6128/>.

The FCC has established procedures for addressing informal and formal complaints regarding broadband service. For information, please refer to the FCC's website at <http://www.fcc.gov/guides/getting-broadband>.

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Effective 7/16/13

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